

D



# North Dakota State Public Service Commission

## Public Service Commission

### Quick Links

- [Home](#)
- [Help](#)
- [stacy](#)
- [Logout](#)
- Case Administration

## Process Public Comment

14 Item(s):

Type	JU	JL	Subject & Entity Name	AT Case Number(s)	Contact Information	Create Time	Referral Name & Time	Close Time
<input checked="" type="checkbox"/>	IC	TE	Y Phone Outage - CenturyLink <i>CenturyLink Communications, LLC</i>		<b>Gerbig-Kikertz, Sharon</b> 5215 East River Road Amidon ND 701.575.8007 skg12151@yahoo.com	2020.08.27 09:50 am by stacy		
<input checked="" type="checkbox"/>	IC	TE	Y Phone outage <i>CenturyLink Communications, LLC</i>		<b>Gerbig, Sharon</b> 5215 East River Road Amidon ND 701.575.8007 skg12151@yahoo.com	2020.03.09 01:02 pm by stacy		2020.03.17 02:16 pm by stacy
<input checked="" type="checkbox"/>	IC	TE	Y Quality of Service <i>CenturyLink</i>		<b>Gerbig, Jodi</b> 5217 E River Road Amidon ND 701.575.2093	2017.12.29 01:48 pm by dnitschk		2018.01.09 11:45 am
<input checked="" type="checkbox"/>	IC	TE	Y Quality of Service <i>CenturyLink</i>		<b>Kickertz-Gerbig, Sharon</b> 5215 East River Road Amidon ND 701.575.8007	2017.12.27 03:44 pm by dnitschk		2018.01.09 11:54 am
<input checked="" type="checkbox"/>	IC	TE	Y Phone Outage <i>CenturyLink</i>		<b>Gerbig, Sharon</b> 5215 E. River Road Amidon ND 701.575.8007 skg12151@yahoo.com	2017.12.12 12:14 pm by stacy		2017.12.13 10:18 am
<input checked="" type="checkbox"/>	IC	TE	Y Phone Outage <i>CenturyLink</i>		<b>Gerbig, Sharon</b> 5215 E. River Road Amidon ND 701.575.8007 skg12151@yahoo.com	2017.11.13 10:23 am by stacy		2017.11.22 09:19 am
<input checked="" type="checkbox"/>	IC	TE	Y Phone Outage <i>CenturyLink</i>		<b>Gerbig, Sharon</b> 5215 E. River Road Amidon ND 701.575.8007 skg12151@yahoo.com	2017.11.03 04:20 pm by stacy		2017.11.09 09:41 am
<input checked="" type="checkbox"/>	IC	TE	Y Quality of Service <i>CenturyLink</i>		<b>Gerbig, Sharon</b> 5215 E River Road Amidon ND 701.575.8007	2017.10.13 01:25 pm by dnitschk		2017.10.31 03:38 pm
<input checked="" type="checkbox"/>	IC	TE	Y Phone Outage <i>CenturyLink</i>		<b>Gerbig, Sharon</b> 5215 E. River Road Amidon ND 701.575.8007 skg12151@yahoo.com	2017.08.14 08:41 am by stacy		2017.08.15 11:00 am
<input checked="" type="checkbox"/>	IC	TE	Y Phone Outage <i>CenturyLink</i>		<b>Gerbig, Sharon</b> 5215 E. River Road Amidon ND 701.575.8007 skg12151@yahoo.com	2017.07.17 10:03 am by stacy		2017.08.09 01:34 pm
<input checked="" type="checkbox"/>	IC	TE	Y					2017.06.27 03:20 pm

14 PU-20-442 Filed: 12/10/2020 Pages: 9  
Hearing Exhibit D - Outage History

Public Service Commission

		Quality of Service <i>CenturyLink</i>		<b>Gerbig, Sharon</b> 5215 E. River Road Amidon ND 701.575.8007 skg12151@yahoo.com	2017.06.16 08:32 am by stacy		
<input checked="" type="checkbox"/>	IC	TE Y	Phone Outage <i>CenturyLink</i>		<b>Gerbig, Sharon</b> 5215 E. River Road Amidon ND 701.575.8007 skg12151@yahoo.com	2016.12.12 12:32 pm by stacy	2016.12.14 03:19 pm
<input checked="" type="checkbox"/>	IC	TE Y	Quality of Service <i>CenturyLink</i>		<b>Gerbig, Sharon</b> 5215 E. River Road Amidon ND 701.575.8007 skg12151@yahoo.com	2016.08.01 10:55 am by stacy	2016.08.04 11:57 am
<input checked="" type="checkbox"/>	IC	TE Y	Quality of Service <i>CenturyLink</i>		<b>Gerbig, Miles</b> 5217 East River Road Amidon ND 701.575.2093	2016.07.27 03:33 pm by stacy	2016.08.01 03:45 pm

**Legal Links**

- [W3C AA](#)
- [W3C CSS](#)
- [W3C XHTML](#)

**Accessibility Links**

- [Accessibility](#)
- [Disclaimer](#)
- [Privacy Policy](#)
- [Security Policy](#)

## Public Comment (14)

Generated on October 07, 2020

**(1) Contact Information:**

**Sharon Gerbig-Kikertz**

5215 East River Road

Amidon, ND

701.575.8007

701.290.0504

skg12151@yahoo.com

**Status:** Open  
**Type:** Informal Complaint  
**Received Via:** Phone  
**Jurisdictional:** Y  
**Jurisdiction:** Telecommunications  
**Entity Name:** CenturyLink Communications, LLC  
**Created:** 2020.08.27 09:50 am by stacy  
**Date Received:** 2020.08.27  
**Closed:**

**Subject:** Phone Outage - CenturyLink

**Comments:**

Ms Gerbig called because their phone is currently not working. This is the 4th time it has been out in the past weeks and each time it takes at least 4-5 days for Centurylink to restore service. This customer has had ongoing problems with their line for YEARS. The PSC's records show complaints going back to 2016 with a long list of outages. Customer believes there is something wrong with the line and CenturyLink needs to invest in replacing the line instead of constant patches that don't last. They have absolutely NO cell service at their residence. When their phone is not working, it can cause them to lose business as they use it for their farming operation and most importantly...they have no way to call for help if needed. Customer is very frustrated and wants a permanent fix.

**(2) Contact Information:**

**Sharon Gerbig**

5215 East River Road

Amidon, ND 58620

701.575.8007

skg12151@yahoo.com

**Status:** Closed  
**Type:** Informal Complaint  
**Received Via:** E-mail  
**Jurisdictional:** Y  
**Jurisdiction:** Telecommunications  
**Entity Name:** CenturyLink Communications, LLC  
**Created:** 2020.03.09 01:02 pm by stacy  
**Date Received:** 2020.03.09  
**Date Resolved:** 2020.03.17  
**Closed:** 2020.03.17 02:16 pm by stacy

**Subject:** Phone outage

**Comments:**

Customer's phone has not worked since Saturday morning (March 7th). This customer has had ongoing problems with their phone line for years now. Advised her to also report the outage to CL to get a repair

ticket started, but not sure if she did that or not.

**Closure:**

Cable repair was completed 3/11/2020. Tech notes: Temp between sections.

<b>(3)Contact Information:</b> <b>Jodi Gerbig</b> <i>Represents: Miles Gerbig (husband)</i> 5217 E River Road Aminon, ND 58620 701.575.2093	<b>Status:</b> Closed <b>Type:</b> Informal Complaint <b>Received Via:</b> Unknown <b>Jurisdictional:</b> Y <b>Jurisdiction:</b> Telecommunications <b>Entity Name:</b> CenturyLink <b>Created:</b> 2017.12.29 01:48 pm by dnitschk <b>Closed:</b> 2018.01.09 11:45 am
--	---

**Subject:** Quality of Service

**Comments:**

Gerbig's have been out of phone service for more than a week. They are pretty frustrated and apparently no technician until Jan. 5th at the earliest... They have two young children with no landline phone or cellphone service. Concern about no phone service in case of an emergency.

**Closure:**

CL reported back that service was restored on 1-1-18.....but after talking with Miles Gerbig he confirmed that the phone was still not working. Phone continues to go in and out. On Monday, Jan. 8th, Sharon Gerbig informed me that the phone was now working...came back on by itself. As of right now, the phone seems to be working, but this customer continues to have ongoing problems with this line including frequent outages.

<b>(4)Contact Information:</b> <b>Sharon Kickertz-Gerbig</b> 5215 East River Road Amidon, ND 58620 701.575.8007	<b>Status:</b> Closed <b>Type:</b> Informal Complaint <b>Received Via:</b> Unknown <b>Jurisdictional:</b> Y <b>Jurisdiction:</b> Telecommunications <b>Entity Name:</b> CenturyLink <b>Created:</b> 2017.12.27 03:44 pm by dnitschk <b>Closed:</b> 2018.01.09 11:54 am
---	---

**Subject:** Quality of Service

**Comments:**

Land line service is out again... Can you check into this... Was just recently repaired... They do not have cell phone service at home, so this causes their concern for being able to contact medical help or an ambulance, fire department assistance in case of fire, or law enforcement issues. It also causes problems for doing business, as they do much of their business via the telephone. There are other phones out of service in that area.

**Closure:**

Customer continues to have frequent outages, but as of Monday, Jan. 8, 2018, customer reported the phone is currently working. Techs continue to work on this line, but fixes only seem to be temporary.

Customer experiences frequent outages....phone goes in and out. When it is working, it drops calls...and not all calls get through. Customer's husband needs to line for pacemaker checks and is concerned about an emergency and not having phone service.

<b>(5)Contact Information:</b> <b>Sharon Gerbig</b> <i>Represents: Gordon Gerbig</i> 5215 E. River Road Amidon, ND 58620 701.575.8007 skg12151@yahoo.com	<b>Status:</b> Closed <b>Type:</b> Informal Complaint <b>Received Via:</b> Unknown <b>Jurisdictional:</b> Y <b>Jurisdiction:</b> Telecommunications <b>Entity Name:</b> CenturyLink <b>Created:</b> 2017.12.12 12:14 pm by stacy <b>Closed:</b> 2017.12.13 10:18 am
--	--

**Subject:** Phone Outage

**Comments:**

Ms. Gerbig reported that their phone is not working again as of this morning (12/12/17). They have had ongoing problems for a long time now.....fixes that CenturyLink is doing only work for a short time and then the line is out again.

**Closure:**

There was a tech in the area that took down the line. Customer was not notified so did not know that it was being worked on. Service was restored at 4:45pm on 12/12. Customer has talked with the repair tech and asked him to let her know when work in being done in the area.

<b>(6)Contact Information:</b> <b>Sharon Gerbig</b> <i>Represents: Gordon Gerbig</i> 5215 E. River Road Amidon, ND 58620 701.575.8007 skg12151@yahoo.com	<b>Status:</b> Closed <b>Type:</b> Informal Complaint <b>Received Via:</b> Unknown <b>Jurisdictional:</b> Y <b>Jurisdiction:</b> Telecommunications <b>Entity Name:</b> CenturyLink <b>Created:</b> 2017.11.13 10:23 am by stacy <b>Closed:</b> 2017.11.22 09:19 am
--	--

**Subject:** Phone Outage

**Comments:**

The Gerbig's phone is not working again. CL did repairs to the line last week and the customer received a message Friday morning stating that they had tested the line and everything was working. She was very surprised to get that message considering that the phone had continued to go in and out and was out again before the message was even sent. Phone has been completely dead again since Friday (Nov. 10th). The PSC office was closed Friday, so Sharon contacted me this morning to file another complaint.

**Closure:**

The technician found the service working on 11/15. The outage seems to be intermittent and unpredictable. The customer was given the tech's contact number so he can go over when the service is

down to investigate.

<b>(7)Contact Information:</b> <b>Sharon Gerbig</b> <i>Represents: Gordon Gerbig</i> 5215 E. River Road Amidon, ND 58620 701.575.8007 skg12151@yahoo.com	<b>Status:</b> Closed <b>Type:</b> Informal Complaint <b>Received Via:</b> Unknown <b>Jurisdictional:</b> Y <b>Jurisdiction:</b> Telecommunications <b>Entity Name:</b> CenturyLink <b>Created:</b> 2017.11.03 04:20 pm by stacy <b>Closed:</b> 2017.11.09 09:41 am
--	--

**Subject:** Phone Outage

**Comments:**

The Gerbig's phone has been out all day today. Earlier this week, it was going in and out. This customer has had ongoing problems with their line.....frequent outages.

**Closure:**

Customer was back on service Nov. 8th. CenturyLink is working hard to balance out the Gerbig's Service. There has been cable problems in the area and they continue to work on that. CL issued a 2 day service credit.

<b>(8)Contact Information:</b> <b>Sharon Gerbig</b> 5215 E River Road Amidon, ND 58620 701.575.8007 701.290.0504	<b>Status:</b> Closed <b>Type:</b> Informal Complaint <b>Received Via:</b> Unknown <b>Jurisdictional:</b> Y <b>Jurisdiction:</b> Telecommunications <b>Entity Name:</b> CenturyLink <b>Created:</b> 2017.10.13 01:25 pm by dnitschk <b>Closed:</b> 2017.10.31 03:38 pm
---	---

**Subject:** Quality of Service

**Comments:**

Filed a complaint again stating that her phone is out of service again. Cellphone service is really poor. Is really frustrated with the poor service. The phone was out earlier this week, came back on for a short while and is out again.

**Closure:**

Phone has been restored 10/14/17

<b>(9)Contact Information:</b> <b>Sharon Gerbig</b> <i>Represents: Gordon Gerbig</i> 5215 E. River Road Amidon, ND 58620 701.575.8007	<b>Status:</b> Closed <b>Type:</b> Informal Complaint <b>Received Via:</b> Unknown <b>Jurisdictional:</b> Y <b>Jurisdiction:</b> Telecommunications <b>Entity Name:</b> CenturyLink
--	--

skg12151@yahoo.com	<b>Created:</b> 2017.08.14 08:41 am by stacy
	<b>Closed:</b> 2017.08.15 11:00 am

**Subject:** Phone Outage

**Comments:**

Phone has not worked since Friday, Aug. 11, when rain storm came through. This customer has ongoing problems with their line, frequent outages...overall problem is not being resolved.

**Closure:**

Tech finished repairs 8/14. Cable took a direct hit from lightning from the weekend storms between repeaters one and two. Pairs were melted and repeater burned. They found viable copper pair and brought service back up. Also verified proper grounding at the repeaters affected, however the strike must have been direct or very close. The rocky and sandy soils coupled with dry conditions make for poor grounding conditions.

<b>(10)Contact Information:</b>	<b>Status:</b> Closed
<b>Sharon Gerbig</b>	<b>Type:</b> Informal Complaint
<i>Represents: Gordon Gerbig</i>	<b>Received Via:</b> Unknown
5215 E. River Road	<b>Jurisdictional:</b> Y
Amidon, ND 58620	<b>Jurisdiction:</b> Telecommunications
701.575.8007	<b>Entity Name:</b> CenturyLink
skg12151@yahoo.com	<b>Created:</b> 2017.07.17 10:03 am by stacy
	<b>Closed:</b> 2017.08.09 01:34 pm

**Subject:** Phone Outage

**Comments:**

Customer's phone has been out since Saturday, July 15, 2017. This is the 3rd or 4th outage in the last couple of weeks. With the extreme drought and fire danger, customer feels this type of service is unacceptable and dangerous. Also concerned about a medical emergency and needing to call an ambulance. Cell phones do not work at this address.

**Closure:**

Technicians resolved the problem on 8-2-17. Lightning burned up a repeater housing they had replaced.

<b>(11)Contact Information:</b>	<b>Status:</b> Closed
<b>Sharon Gerbig</b>	<b>Type:</b> Informal Complaint
<i>Represents: Gordon Gerbig</i>	<b>Received Via:</b> Unknown
5215 E. River Road	<b>Jurisdictional:</b> Y
Amidon, ND 58620	<b>Jurisdiction:</b> Telecommunications
701.575.8007	<b>Entity Name:</b> CenturyLink
skg12151@yahoo.com	<b>Created:</b> 2017.06.16 08:32 am by stacy
	<b>Closed:</b> 2017.06.27 03:20 pm

**Subject:** Quality of Service

**Comments:**

Customer has a very loud crackling noised on the line when talking with her. She has reported this to

CenturyLink over a week ago. She is being told no one will be out until Monday, June 26th. She is not happy about that timeline.

**Closure:**

Ticket was closed on 6/20 and shows they replaced a power repeater. Customer states there is still a clicking sound, but it's much better. She does have a number for the local tech and has been in communication with him.

<b>(12)Contact Information:</b> <b>Sharon Gerbig</b> <i>Represents: Gordon Gerbig</i> 5215 E. River Road Amidon, ND 58620 701.575.8007 skg12151@yahoo.com	<b>Status:</b> Closed <b>Type:</b> Informal Complaint <b>Received Via:</b> Unknown <b>Jurisdictional:</b> Y <b>Jurisdiction:</b> Telecommunications <b>Entity Name:</b> CenturyLink <b>Created:</b> 2016.12.12 12:32 pm by stacy <b>Closed:</b> 2016.12.14 03:19 pm
---	--

**Subject:** Phone Outage

**Comments:**

Customer's phone constantly drops calls. When I was talking with her it happened 5 times....she had to call me back each time to finish the conversation. She just had surgery last week and needs a working phone. They have had ongoing problems. Cell phones do not work in the house.

**Closure:**

The techs were out yesterday (Dec. 13) and the line was working, found the repeaters were cold so they insulated them and CenturyLink called her today....clear line. Customer said it was working yesterday. Customer was given Diana Ornelas's telephone # and email in case any future trouble.

<b>(13)Contact Information:</b> <b>Sharon Gerbig</b> <i>Represents: Gordon Gerbig</i> 5215 E. River Road Amidon, ND 58620 701.575.8007 skg12151@yahoo.com	<b>Status:</b> Closed <b>Type:</b> Informal Complaint <b>Received Via:</b> Unknown <b>Jurisdictional:</b> Y <b>Jurisdiction:</b> Telecommunications <b>Entity Name:</b> CenturyLink <b>Created:</b> 2016.08.01 10:55 am by stacy <b>Closed:</b> 2016.08.04 11:57 am
---	--

**Subject:** Quality of Service

**Comments:**

Customer has had phone problems for years. Frequent outages, static on line, drops calls. Currently the phone line is very crackly and constantly drops calls. Cell phones do not work in the area....they have to drive 12 miles in order to get service, concerned that phone is not available for emergencies. They are tired of the temporary fixes and want their lines upgraded. Also use their phone for farm business, such as cattle auctions and need a reliable line in order to do that.

**Closure:**

No repair ticket was issued, Mary had the ticket issued and referred. The digital channel card was replaced due to the lightning on the 27th.

<b>(14)Contact Information:</b> <b>Miles Gerbig</b> 5217 East River Road Amidon, ND 58620 701.575.2093 701.770.8665	<b>Status:</b> Closed <b>Type:</b> Informal Complaint <b>Received Via:</b> Unknown <b>Jurisdictional:</b> Y <b>Jurisdiction:</b> Telecommunications <b>Entity Name:</b> CenturyLink <b>Created:</b> 2016.07.27 03:33 pm by stacy <b>Closed:</b> 2016.08.01 03:45 pm
--	--

**Subject:** Quality of Service

**Comments:**

Customer reports phone issues that include scratching on the line and dropped calls. He says they have had poor phone service for a long time time now. Fixes in the past only work for a while and then the line is out again. They experience frequent outages. This effects his farm business as they need phone to sell hay and conduct business with cattle markets. Also has elderly dad and is concerned about having phone service if there is an emergency. Cell phones do not work in the area.

**Closure:**

Customer restored 7/28/16. The techs found a godigital unit that had been damaged by lightning and replaced it.